

ANNUAL REPORT

2019



enabling people with disabilities



Olympic Celebrations I-r: Ray Kelly, Chairperson, Matthew Brennan, double gold and silver medal winner from the Special Olympics in Abu Dhabi 2019 and Breda Crehan-Roche, Chief Executive.

Our **MISSION**

We empower people with disabilities to live self-directed lives in an equal and inclusive society. Each person is supported and valued within an environment which promotes their overall autonomy, health and wellbeing, and enables them to reach their potential.

Our **CORE VALUES**

- Independence
- Partnership
- Openness
- Integrity
- Accountability and Transparency
- Participation in Community Life
- Person Centredness
- Rights Based Approach

*Front Cover Photo: Celebrating International Day of Persons with Disabilities, on 3 December 2019
I-r: Niamh McGrath, Nora Killilea, Susan O'Reilly, David O'Sullivan, Brid Duggan and John Farragher.*



Westside Art Exhibition – I-r: Anne Coen, Pat O'Donnell, Brid Duggan, Teresa Fahy and Caroline McDonagh

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Just some of the huge crowd that took part in the World Record Attempt to 'Rock The Boat' on the Salthill Prom in June 2019

Our **VISION**

Ability West is dedicated to enabling people we support to realise their goals and ambitions.

We will deliver on this vision by:

- Placing the fundamental rights of the people we support at the centre of our activities and promoting those rights
- Empowering each person we support to live self-directed lives and to play a meaningful role in all aspects of community life
- Listening and then developing a variety of options that can be used flexibly to meet their identified needs
- Developing the skills and dedication of our staff in a supportive and motivating environment
- Working in active partnership with the people we support, families, staff, our voluntary supporters and the broader community
- Campaigning at local, regional and national level to resource and realise our vision to achieve these aims.

CHAIRMAN'S REVIEW



Kevin Newell, Chairman

This year Ability West provided services and supports to over 590 children and adults with intellectual disability and comorbidities. In February a new Strategic Plan 2019-2023 was launched which provides the blueprint for the future of our services over the next five years.

Ability West has prepared its financial statements in accordance with generally accepted accounting practice and the Companies Act 2014. The full audited accounts for 2019 are available on our website: www.abilitywest.ie. Please refer to the Directors' Report later in this report which provides details about our structure, governance and management.

As part of the Board Members' broad governance role, visits were undertaken to all residential and respite services in 2019. This is a great opportunity for Board Members to engage with the people availing of our services and our frontline teams.

In line with best practice the Board of Directors commenced a review in 2018 of directorships in relation to tenure and renewal of the Board. Following on from this review, we welcomed six new directors, Cormac Flynn, Sean McGrath, Mary O'Mahony, Dermot O'Neill, Denise Ryan and Darragh Sheehy, and I thank them, and all our directors, for their commitment and contributions during the year. It is opportune to acknowledge the departure of two long serving directors; Paddy Daly, who also served as Company Secretary, and Páraic Lawless. Their many years of dedication and support to Ability West is very much appreciated. I would also like to acknowledge and thank the outgoing Chairperson, Ray Kelly, for his hard work and commitment to Ability West.

The Charities Regulator published the Charities Governance Code in 2018 to encourage and facilitate the better administration and management of charitable organisations. In 2019, the Board completed a Compliance Record Form which details the actions we took to comply

with the standards outlined under the six principles of this code. I am pleased to advise that we completed this journey in advance of the Charities Regulator deadline for compliance, i.e. January 2020.

I would like to sincerely thank Breda Crehan-Roche, Chief Executive, for her excellent stewardship of this organisation for the past 14 years. Breda served this organisation for over 26 years, having begun her career as a Unit Director and then moving on as Quality Co-ordinator. Her hard work, dedication and commitment to the organisation and to people with intellectual disability has been second to none. Breda moved to pastures new at the end of 2019 and, on behalf of the Board of Directors, staff and service users, I wish Breda well into the future. The Board of Directors is currently recruiting a new Chief Executive and I would like to acknowledge and thank the Interim Chief Executive, Audrey Pidgeon, and the other staff members who have stepped up to backfill roles in order to support our existing structure. Their hard work and support is very much appreciated by the Board of Directors.

So far in 2020 we have been responding to the unprecedented global COVID-19 pandemic. Our frontline staff and back office teams are working incredibly hard to ensure we provide the appropriate care and follow national guidance as provided by the Health Service Executive, Health Protection and Surveillance Centre, and the Department of Health. I acknowledge their dedication and commitment to the children and adults availing of our services in the face of this crisis.

The work of Ability West is hugely strengthened by our friends, donors and volunteers and we are very grateful for this support. Ability West works closely with our funders, the Health Service Executive, the Departments of Education and Skills, and Social Protection, and, as always, we are very appreciative of your ongoing support and assistance.

Is mian liom buíochas a gabháil agus aitheantas a thabhairt do gach aon duine a thug tacaíocht do Éirim an Iarthair i rith na bliana. Tá mór mheas againn faoi do thacaíocht leanúnach agus do thiomantas.

Kevin Newell, Chairman

INTERIM CHIEF EXECUTIVE'S REVIEW OF 2019



*Audrey Pidgeon,
Interim Chief Executive*

Ability West commenced 2019 with a new Strategic Plan which provides the roadmap for the organisation for the next five years. There are eight strategic goals in this plan which are firmly focussed on improving the services and supports we provide to the children and adults availing of our services. An associated service plan was developed and completed in 2019 which outlined the outcomes achieved for each goal, a summary on outcomes achieved to date is detailed in the Director's Report. A copy of the Strategic Plan 2019-2023 is available on our website: www.abilitywest.ie.



Strategic Plan 2019-2023 Launch: From back l-r: Michael Duke, Cathal Esler, Matthew Ellis, John Farragher, Theresa Hendley, Audrey Pidgeon, Orla Haddigan, Bernie Coyne, Carol A. Browne, Amanda Scott, Breda Crehan-Roche, Kevin Flavin and John McHugo

Unfortunately, the HSE implemented a 0.25% (€64,345) cost containment cut to our funding at the commencement of 2019. The final core funding allocation for the year was €26,999,404, which inter alia

included: the full year effect of funding provided in 2018, the provision of respite and residential services for a number of individuals, the provision of services for 2019 school leavers and pay restoration.

However, Ability West continued to be challenged by safeguarding needs for which we have received no funding; managing compatibility in services; the changing needs of ageing service users; adapting our services and supports for individuals with complex needs; responding to emergency cases and the growing demands for respite and community supports. As we have an ageing population, we endeavour to respond to the changing needs of individuals, such as mobility issues, cognitive changes and general age-related conditions. During the year we submitted business cases to the HSE and some funding was allocated. However, in the absence of new funding we responded as best we could within our core funding allocation. Notwithstanding this, Ability West continues to significantly risk fund various essential elements of service provision.

Ability West is consistently challenged to meet increasing non-pay costs such as the rising cost of insurance, heating, motor fuel and the ongoing maintenance of our buildings and ageing vehicles. Since 2018 we have accessed the Office of Government Procurement (OGP) Framework and some non-pay savings have been made as a result, which has offset some of the rising non-pay costs. The OGP Framework has been utilised for contracts associated with utility costs, hygiene and cleaning supplies, emergency lighting, fire and intruder alarms, and the purchase of certain vehicles.

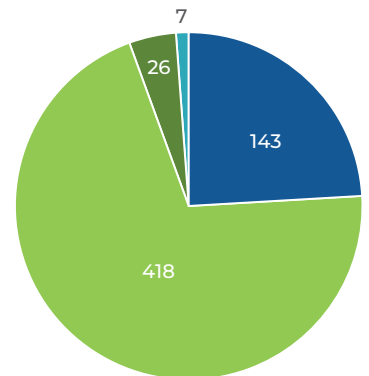
Our staff continued to work with service users and their families to meet these challenges and I am pleased to report that frontline services were protected, with some additional needs also being met. We achieved a better than breakeven financial result in 2019 and this is welcome, given the deficits that were incurred in previous years. The financial statements for 2019 were completed using the Financial Reporting Standard FRS102 and drafted cognisant of the Charities SORP (Statement of Recommended Practice).

The full audited accounts are available on our website: www.abilitywest.ie.

During 2019, Ability West provided the following direct services:

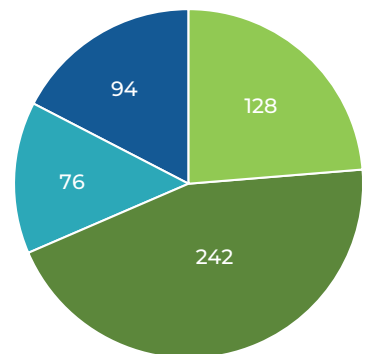
NUMBER OF SERVICE USERS IN DAY SERVICES

- Special Schools
- Day Services
- Rehabilitative Training
- Other



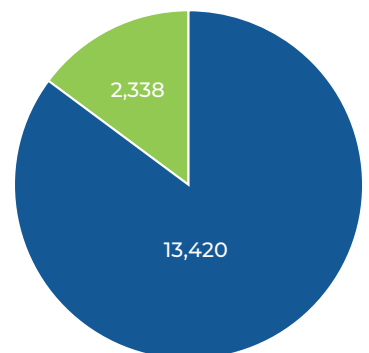
NUMBER OF SERVICE USERS AVAILING OF RESIDENTIAL AND RESPITE SERVICES

- Community Support
- Residential
- Respite
- Homesharing/ Shared Living



NUMBER OF SERVICE USERS AVAILING OF RESIDENTIAL RESPITE NIGHTS

- Adults
- Children



We were delighted to welcome new service users and staff during 2019 and are pleased that they have settled well in their respective placements and roles. We also said goodbye to a number of service users and staff who have moved on to pastures new and we wish them well in the future.

CAPITAL UPDATE

Ability West undertook a significant capital project at our Clochatuisce Service in Galway City, which included significant works to the existing building and a large extension in order to accommodate the changing needs of the residents in this service. This project would not have been possible without the ongoing support through fundraising. The residents moved into the newly developed building just prior to Christmas 2019.



Galway Golf Club Members present a cheque for €11,797 to Ability West after a very successful Golf Fundraiser in August 2019, the proceeds of which went towards extensive works to our Clochatuisce Service. l-r: Pat Canney, Galway Golf Club, John McHugo, Director of Finance, Breda Crehan-Roche, Chief Executive and Bosco McDermott, Galway Golf Club

During 2019, we were also able to undertake extensive maintenance and renovations in a number of buildings through efficiencies achieved and fundraised monies. These included: new wet rooms in Oldfield and Sylvan Services; the addition of French doors in Sandyvale and Shannon Respite to assist with fire safety and evacuation; boiler replacements in St. Dominic's and Garbally Oaks, and a new kitchen in Brooklodge. A number of services were painted, internally and externally, and I would like to acknowledge the Community Employment Scheme participants who in the main undertook this work.

Ability West received planning permission in 2018 for an extension to St. Francis Day Service, Kilkerrin, and extensive renovations to Dochas Day Service, Glenamaddy. However, work has not progressed on these buildings to date due to the associated construction costs. Plans are currently being reviewed in order to progress both projects.

A site was purchased in 2018 for the development of services in Headford and plans for a new day service and trike park were approved by the Board of Directors in July 2019. This development is dependent on the receipt of a significant capital grant from the HSE or other State body, supplemented by fundraised money.

TRANSPORT

We decommissioned four vehicles in 2019 due to their age and cost of operating. Thankfully, we were in a position to purchase six new vehicles; one 16 seater for the city services and five minibuses/people carriers for use by a number of services based throughout the city and county. Two of the vehicles, one for use by Dochas/St. Francis Day Services in Glenamaddy/Kilkerrin, and one for our services in Portumna, were purchased through significant donations and fundraised monies and we are especially grateful to the donors and those who supported fundraising campaigns for the purchase of these vehicles.

We held a number of Defensive Driver Programmes during the year to promote safe driving for employees who drive our vehicles, and also for the HGV drivers. It is envisaged that further courses will be held in 2020.

NEW COMMUNITY HUB

A new community hub was set up in Salthill which accommodated a number of service users transferring from another city-based hub. The hub was set up in line with New Directions Interim Standards which embrace the premise of contribution and participation in the community. Well done to everyone involved in setting up this service.



Our Dochas Day Service in Glenamaddy took delivery of a new bus which was provided entirely from funds very kindly donated by Sean Tracey (Tracey & Fox, Houston) and the Comer Group International. Sincere thanks to Sean Tracey, Luke Comer and Brian Comer.

EXTERNAL THIRD PARTY ACCREDITATION

Health Information and Quality Authority (HIQA)

HIQA is responsible for the regulation of residential and respite services for children and adults with disabilities. Ability West has 29 designated centres successfully registered with HIQA. There were 13 HIQA inspections in 2019 and learning and outcomes from each of these inspections is transferred across all our residential and respite services. Sincere thanks to our Persons in Charge, their teams, and staff from Client Services, Finance, Human Resources and Quality and Compliance who all contribute towards compliance with the national standards. Further information is provided in the Quality and Compliance Update in this report.

Excellence Through People 1000:2012

Ability West was audited by the National Standards Authority of Ireland (NSAI) in April 2019 and we were successful in maintaining this accreditation. I am pleased to advise that we underwent a full assessment for the Excellence Through People award in March 2020 and we were awarded the Gold Standard award under Excellence Through People 1000:2017 framework. Well done to all involved for their input, in particular to Cathal Esler, Director of Human Resources, and the

staff in the Human Resources Directorate who assisted with this process.

I.S.EN 9001:2015

Ability West's services are accredited to the ISO standard I.S.EN 9001:2015 which has increased focus on leadership, management, service user (customer) focus and continuous improvement. NSAI audited our services in June 2019 and the auditor was very complimentary about the high standards of services and supports we provide, particularly the person-centred approaches he observed during visits to services. We were successful in re-registering our Quality Management System to this standard. Well done to Eileen Costello-Conneely, Quality and Compliance Manager, the Quality and Compliance Department, and all who were involved during the audit.

ISO 31000:2018

Ability West has aligned its risk management processes to this standard, a framework for integrated risk management, providing a structure to follow in relation to how we manage risks and our commitment in this regard.

QQI Accreditation for Training Service Users

Ability West is accredited to provide QQI programmes (Levels 1 and 2) in St. Joseph's Training Services (all locations of rehabilitative training).

Service users have opportunities to receive certification in these programmes and on individual modules. In late 2019 there were 39 individual portfolios validated and approved for certification. A process commenced in late 2019 to review the policies and procedures for training in line with QQI Guidance, and also to take into account the requirements of the HSE regarding Training Programme Specification.

SERVICE USER COUNCIL

The Service User Council continued to meet during 2019 with a consultation meeting held in November to review their work and plan for the year ahead. The Chief Executive and Senior Management Team attended part of this meeting to answer questions about funding, access to respite, etc., and to listen to ideas, views and suggestions. I would like to thank the members of the Service User Council, and the Chairperson, John Farragher, for their work during 2019. I would like to acknowledge and thank Alan O'Connor, Facilitator, who has supported the Service User Council in their work for a number of years. Two new facilitators, John Howard and Niamh McGauley, were appointed in February 2020 and we wish them well in their roles.

VOLUNTEER PROGRAMME

The Best Buddies Ball was held in May 2019 and was a most enjoyable occasion for all involved. Congratulations to Abraham Afalabi, GMIT, who won the Student Volunteer of the Year Award; Daniel Goldrick who won the Roy Murphy Special Achievement Award; Anna Lawless and Cait Mulkerrins who won the Long Term Friendship Award; and the two Best Overall Match recipients were Dylan Somers with Matthew Forde, and Katie Hunt with Sinead Mannion.

HUMAN RIGHTS COMMITTEE

This committee continued to meet during 2019 and Mr. John O'Dea, Independent Chairperson, met with the Board of Directors in November to provide an

update on the committee's progress. I would like to acknowledge and thank the Chairperson and committee members for their commitment to this important area.

RESTRICTIVE PRACTICES COMMITTEE

This committee continued to meet in 2019 to ensure that we are continuing to promote the ethos of positive interventions and work towards a restraint free environment. In a small number of cases restrictive practices may be necessary, the guiding principle being that the least restrictive practice is used and only as a last resort, ensuring that the practice used is legitimate, safe and minimal. Many thanks to Eileen Costello-Conneely, Chairperson, and all involved in this committee.

ASSISTED DECISION MAKING GROUP

Following the progress of Assisted Decision Making legislation, Ability West established the Assisted Decision Making and Capacity Project Group. This group produced a guidance document for staff; initiated information sharing with service users at the Service User Consultation Meeting and family members, service users and other interested parties at our AGM in May. Following the project, an Assisted Decision Making and Capacity Reference Group was formed to support structured information sharing, promote learning and good practice in Ability West in relation to assisted decision making and capacity.



Ready to Rock the Prom I-r: Cllr. Clodagh Higgins, Galway City Council, Mayor of Galway City, Cllr. Mike Cubbard and Breda Crehan-Roche, Chief Executive

TRAINING

Ability West continued to hold mandatory classroom training for employees which are: Manual Handling, Studio III, Safeguarding and Fire Safety. Feeding Eating Drinking and Swallowing (FEDS) awareness training is also provided to employees who work with service users with a Swallow Care plan. Online mandatory training was also completed in Children First, Fundamentals of GDPR, and Hand Hygiene for Clinical Staff. Ability West also invested in Communication Champions training, where participants are enabled to support a Total Communication environment which promotes accessible learning, independence, choice and inclusion for people supported.

There were many activities held in the organisation throughout the year, too many to mention here, but you will see examples of these throughout this report. Here are a number of highlights:

10th Anniversary of Pretty Fingers

The Pretty Fingers Salon, located in our Snipe Service, Galway City, celebrated its 10th anniversary in May 2019. The salon was initially set up when a number of service users expressed their interest in doing beauty therapy as a programme. Since then it has expanded into a business run by the service users involved. The salon also featured on TG4 news in advance of the celebration. Well done to Nicola Bradford, Manager, Snipe Resource Centre, Susan O'Reilly who facilitates the programme, and to all involved.

'Rock the Prom' Guinness World Record Breaking Attempt

We held a Guinness World Record Attempt of 'Rock the Boat' on the Salthill Prom in June. This was a hugely successful community event and we were fortunate with good weather on the day. The event created a lot of awareness about the work we do with the children and adults availing of our services. Many thanks to everyone who joined us on the day and to those who organised and supported the event.



Receiving the 2019 Irish Healthcare Centre Award for the Falls Prevention and Bone Health Easy Read Guide. l-r:- John Farragher, Chairman of the Service User Council, Breda Crehan-Roche, Chief Executive, Renjith Joseph, Physiotherapy Manager, Deirdre O'Donoghue, Speech and Language Therapy Manager and Audrey Pidgeon, Director of Client Services.

Publications

Ability West developed two publications during 2019; 'Falls Prevention and Bone Health' and an 'Easy Read Guide on Restrictive Practices'. Both guides were well received by service users, families, staff and colleagues in other organisations. I am delighted to advise that the 'Falls Prevention and Bone Health Guide' won in the category of Healthcare Initiative/Project – Older Persons Care Service in the Irish Healthcare Centre Awards 2019. Congratulations to Renjith Joseph, Physiotherapy Manager, who led the development of this guide, and to the service users and staff involved. You can read more about these guides later in this report.

Overseas Visitors

We were delighted to welcome colleagues from a number of international organisations during the year, these included: Noweyung Ltd. and Community Living, both based in Australia. These visits provided opportunities to share information about service delivery in our respective organisations. Our colleagues in the Brothers of Charity Services Ireland - Galway Region joined us in welcoming Children of the Full Moon, Czech Republic, and we shared our expertise on our joint Home Share Programme.

FAREWELL TO THE CHIEF EXECUTIVE

This year we said farewell to our Chief Executive, Breda Crehan-Roche, who left her role after 14 years, having commenced in this role in September 2005. There were many highlights, challenges and changes during the years of Breda's stewardship and we acknowledge and thank her for her hard work, guidance and support through these years. A farewell party was held for Breda in December 2019 and it was a really special occasion which saw many service users, their families, staff, colleagues in the HSE and other non-statutory organisations, and former colleagues of Breda's from her earlier work as Unit Director of St. Teresa's CEDC in Ballinasloe, attending the event. We wish Breda every success in her new role as Chief Officer of Community Healthcare West (HSE).



Kevin Newell, Chairman, presenting a bouquet of flowers to outgoing CEO, Breda Crehan-Roche.

OUTLOOK FOR 2020

Ability West, like all other service providers, has been hugely impacted by the COVID-19 pandemic which caused us to close our day services and significantly reduce respite provision from mid-March 2020. We have taken guidance from the HSE, the Department of Health and the Health Protection Surveillance Centre to prepare our services for a potential outbreak of the virus. We have been working hard to contingency plan and to ensure that essential multi-disciplinary supports are provided where necessary.

Notwithstanding this pandemic, we continue to be challenged by the lack of investment for those with changing needs, behaviours that challenge, complexities and comorbidity. We have been notified of a 1% cut (€264,380)

to our funding allocation for 2020 and this will have a significant impact on our response to demands for respite and emergencies. We will continue to advocate strongly against this cut and to seek additional funding for the delivery of services.

BEREAVEMENTS

Sadly, during 2019, we had three service user bereavements: James Carty, Carmel King and Hugh O'Toole. Many service users, their families, staff, branch, board members and volunteers also experienced bereavements and we extend our deepest sympathies to them. May they all rest in peace.

CONCLUSION

I would like to take this opportunity to thank our Chairman, Kevin Newell, and the Board Members for their guidance and support, and for giving their time and expertise to Ability West. I would like to acknowledge service users, their parents, carers and families for their ongoing co-operation, particularly during these difficult times. Thanks to the Directors and Assistant Directors of Client Services, Finance and Human Resources, Department Heads, Managers, Unit Directors, staff, branch members, Community Employment Scheme, TÚS and Rural Social Scheme participants, and all volunteers for their huge contributions to our services in 2019. The commitment and dedication you have shown to this organisation and to the people availing of our services is second to none and it is very much appreciated.

I would also like to thank the HSE, in particular the former Chief Officer, Tony Canavan, Chief Officer, Breda Crehan-Roche, Acting Head of Disability Services, John Fitzmaurice, Acting General Manager – Disability Services, Mary O'Donnell, Disability Services Manager, Breda Garvey-Cecchetti, Head of Finance, Liam Fogarty, and all of their teams who provide ongoing support and assistance to Ability West. I would like to thank the many statutory, non-statutory and voluntary service providers that we work with for their ongoing co-operation and assistance.

There is no doubt that 2020 will challenge us all on many fronts but I can assure you that we will work hard to support you into the future.

Audrey Pidgeon
Interim Chief Executive

DIRECTOR'S REPORT

COMPANY STRUCTURE

Ability West is a company limited by guarantee and not having a share capital; and is also a registered charity.

Ability West has a Constitution (governing document) which outlines how Directors are elected and co-opted to the Board. Two members are elected through each region, one of whom must be a family member of a person availing of our services. Other members are co-opted cognisant of an appropriate skill mix on the Board. Directors have a maximum term of office of 9 years, i.e. three consecutive terms of three years.

BOARD OF DIRECTORS 2019

- **Mr. Kevin Newell**, Chairperson and Elected Director
- **Mr. Kevin Flavin**, Vice Chairperson, Hon. Treasurer, and Co-opted Director
- **Mr. Redmond (Ray) Kelly**, Company Secretary and Elected Director
- **Ms. Breda Dolan**, Co-opted Director
- **Mr. Michael (Mick) Finnerty**, Elected Director
- **Mr. Cormac Flynn**, Co-opted Director (appointed January 2019)
- **Mr. Kevin Flaherty (Ó Flatharta)**, Co-opted Director
- **Mr. Sean McGrath**, Elected Director (appointed May 2019)
- **Mr. Michael (Anthony) O'Connor**, Co-opted Director
- **Mr. Frank O'Connell**, Co-opted Director
- **Mrs. Mary O'Mahony**, Co-opted Director (appointed July 2019)
- **Mr. Dermot O'Neill**, Co-opted Director (appointed May 2019)
- **Mrs. Denise Ryan**, Co-opted Director (appointed May 2019)
- **Mr. Darragh Sheehy**, Co-opted Director (appointed April 2019)
- **Mr. Patrick Daly**, Co-opted Director (retired May 2019)
- **Mr. Páraic Lawless**, Elected Director (retired May 2019)



Kevin Newell, Chairman, presenting service user artwork to outgoing Chairman, Ray Kelly.



Ray Kelly, Chairman, presenting service user artwork to retiring Board Member, Paddy Daly.



Ray Kelly, Chairman presenting service user artwork to retiring Board Member, Páraic Lawless.

During 2019 the Board of Directors met 10 times, attendance was recorded as follows:

Name	J	M	A	M (20/05)	M (27/05)	J	S	O	N	D
Patrick J. Daly	✓	✓	X	✓	✓	Retired 27/05/2019				
Breda Dolan	✓	✓	✓	✓	✓	✓	✓	✓	✓	X
Mick Finnerty	✓	✓	✓	✓	X	✓	X	✓	✓	✓
Kevin Flavin	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cormac Flynn	✓	✓	X	✓	✓	✓	✓	X	✓	✓
Ray Kelly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Páraic Lawless	✓	✓	✓	✓	Retired 20/05/2019					
Sean McGrath	Appointed 27/05/2019				✓	✓	Approved absence			
Kevin Newell	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Frank O'Connell	✓		✓	✓	✓	✓	✓	✓	✓	X
Anthony O'Connor	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Kevin Ó Flatharta	✓	X	✓	✓	✓	X	✓	✓	X	✓
Mary O'Mahony	Appointed 15/07/2019					✓	✓	✓	✓	✓
Dermot O'Neill	Appointed 20/05/2019			✓	✓	✓	✓	✓	✓	✓
Denise Ryan	Appointed 20/05/2019			✓	✓	✓	✓	X	X	X
Darragh Sheehy	Appointed 15/04/2019		✓	X	✓	X	✓	✓	✓	X

The Chief Executive is not a member of the Board, and both the CEO and the Recording Secretary are recorded as 'in attendance' at Board meetings.

Each Board meeting agenda has standing items which inter alia include: Declaration of Conflict of Interest/Loyalty, Minutes, Matters Arising, Chairperson's Business, Chief Executive's Report, Financial Update, Appointments/Remuneration, Any Other Business and Evaluation. Other items are added to the agenda depending on business requirements at any given time.

The Board of Directors ensure that the vision, mission and core values of the organisation are upheld and realised through our strategic plan and service plans. The Board is collectively responsible for the operations of the organisation and devolves responsibility for the conduct of business to the Chief Executive, who in turn delegates through the line management structure.

The Chief Executive accounts for the stewardship of the organisation at each Board meeting.

Within the Board's broad governance role are a number of specific roles that are exercised, including: approval of the strategic plan, reporting to members at the AGM and passing bye-laws which are subject to approval by members.

The reserved functions of the Board are: appointment of the Chief Executive, approval of the annual budget, acquisition and disposal of company assets and overall corporate governance.



AGM 2019

l-r: Paddy Daly, Board Member, John McHugo, Director of Finance, Ray Kelly, Chairman, Breda Crehan-Roche, Chief Executive, Dermot Callanan, FCC Chartered Accountants & Registered Auditors and Gerry Burke, HSE Finance (Galway)

The Board of Directors is supported by a committee structure which deals effectively with specific aspects of the company. These are:

FINANCE COMMITTEE

Purpose

The role of this committee is to keep the financial management of Ability West under review. Membership consists of Board Members and members of the Senior Management Team.

Membership	Mar 2019	Apr 2019	Jul 2019	Sept 2019	Nov 2019
Kevin Flavin, Chairperson	✓	✓	✓	✓	✓
Breda Crehan-Roche	✓	✓	✓	✓	✓
Breda Dolan	✓	✓	✓	✓	✓
Páraic Lawless	✓	✓	✓	✓	✓
John McHugo	✓	✓	✓	✓	✓
Kevin Newell (resigned May 2019)	✓	✓	-	-	-
Dermot O'Neill (appointed May 2019)	-	-	✓	✓	✓

AUDIT AND RISK COMMITTEE

Purpose

The role of this committee is to ensure that effective arrangements are in place for governance, risk management and internal control within the organisation. Membership consists of Board Members and external, independent members. These meetings are held bi-annually or as required.

Membership	Apr 2019	Nov 2019
Jack King, Chairperson	✓	✓
Kevin Flavin	✓	✓
Gerry Walsh	✓	✓
Patrick J. Daly (retired May 2019)	✓	-
Cormac Flynn (appointed May 2019)	-	x

NOMINATIONS COMMITTEE

Purpose

This committee is tasked with the core responsibilities of managing the appointment process for new Board Members, and succession planning for the Board of Directors, cognisant of diversity in terms of gender, skills and areas of competency. These meetings are held as required.

Membership	Mar 2019
Ray Kelly, Chairperson (to May 2019)	✓
Kevin Newell, Chairperson (from June 2019)	✓
Patrick J. Daly (retired May 2019)	✓
Frank O'Connell (appointed May 2019)	-
Breda Crehan-Roche (in attendance)	✓

QUALITY AND SAFETY BOARD COMMITTEE

Purpose

This committee oversees the development of the quality and safety programme by the executive/Senior Management Team; ensures policies and processes clearly articulate responsibility, authority and accountability for quality, safety and risk management across the service; secures assurance from the executive/Senior Management Team on the implementation of the quality and safety programme and the application of appropriate governance structure and processes, for example: risk escalation, including monitored outcomes through quality indicators and outcome measures; secures assurance from the executive/Senior Management Team that Ability West is conforming with all regulatory and legal requirements to assure quality, safety and risk management. These meetings are held bi-annually.

Membership	Mar 2019	Oct 2019
Kevin Newell, Chairperson (from May 2019)	✓	✓
Ray Kelly, Chairperson (to May 2019)	✓	✓
Breda Dolan	✓	✓
Mick Finnerty	✓	✓
Kevin Flavin	✓	✓
Cormac Flynn	✓	x
Páraic Lawless (retired May 2019)	✓	-
Frank O'Connell	✓	✓
Anthony O'Connor	✓	✓
Kevin Ó Flatharta	x	✓
Mary O'Mahony (appointed Jul 2019)	-	✓
Dermot O'Neill (appointed Apr 2019)	-	✓
Sean McGrath (appointed May 2019)	-	x
Denise Ryan (appointed Apr 2019)	-	x
Darragh Sheehy (appointed Mar 2019)	-	✓
Breda Crehan-Roche	✓	✓
Eileen Costello-Conneely	✓	✓
Cathal Esler	✓	✓
Gerry Haslam (acting DoCS)	-	✓
John McHugo	✓	✓
Audrey Pidgeon	✓	x

VISITING COMMITTEE

Purpose

This committee's role is to visit all services provided by Ability West. In 2019, visits to our residential and respite services were undertaken (completed annually). The members carry out this function in pairs and it provides an opportunity for Board Members to see our services (facilities) and to engage with service users, managers and staff. A report highlighting various aspects of each service and service delivery is provided to the Chief Executive, so that any issues raised during visits receive attention. Reports are provided to all Board Members and these are reviewed at the following Board meeting with any feedback being provided by the Chief Executive. Visits in 2020 will incorporate our day services, which are visited on a biennial basis.

Membership

All Board Members

EXECUTIVE MANAGEMENT

The executive management in Ability West comprises of the Chief Executive and the Senior Management Team, the members are as follows:

Interim Chief Executive, Audrey Pidgeon* (since mid-December 2019)

Interim Director of Client Services, Orla Haddigan* (since January 2020)

Director of Finance, John McHugo

Director of Human Resources, Cathal Esler

*Chief Executive, Breda Crehan-Roche (resigned December 2019)

Recording Secretary, Carol A. Browne

The Board of Directors meets with the Senior Management Team biannually to discuss various aspects of operations and service delivery along with reviewing the Corporate Risk Register and progress on the Strategic Plan 2019-2023.



Senior Management Team l-r: Cathal Esler, Director of Human Resources, Orla Haddigan, Interim Director of Client Services, Audrey Pidgeon, Interim Chief Executive, Carol A. Browne, Recording Secretary and John McHugo, Director of Finance

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution

Ability West is a not-for-profit organisation providing services and supports to over 590 children and adults with intellectual disability across Galway City and County. The company is governed by a Constitution, which was most recently amended to comply with the Companies Act 2014. The Board of Directors commenced a review of the Constitution in late 2019, with a view to replacing the existing regional/branch structure to one which would link directly with families via the family fora. Progress was made in early 2020 and proposed changes to the Constitution will be submitted to the Charities Regulator for consideration and approval. These revised changes do not impact on the principal objectives of the Constitution which are:

To benefit the community through the promotion and/or provision of the highest possible standard of service, support, treatment, training, education, general welfare of persons with disability, in their own communities and the giving of advice, guidance and support to parents/guardians and family members of persons with disability. The company provides services and supports through rehabilitative training, day services, residential and respite care, short breaks, home sharing and contract families, community supports, volunteers, work placements and multi-disciplinary

supports, including: speech and language therapy, physiotherapy, positive behaviour support, occupational therapy, social work and psychology. These supports are in place to empower people with disabilities to live self-directed lives in an equal and inclusive society.

There have been no changes to the principle objectives since the last Directors' Report.

Appointment of Directors

Two individuals are nominated through each region to join the Board of Directors, one of whom must be a family member of a person availing of our services. The nominees are formally elected at the AGM in accordance with the Articles of Association. Other Directors are co-opted having regard to the optimum skill-mix of the Board.

Recruitment, Induction and Training of Directors

The Board of Directors, supported by the Nominations Committee, has been actively renewing its membership over the past few years, taking into account a balance of the abilities needed to tackle the wide-ranging responsibilities of the Board. Cognisant of this, the existing Board Members' skill mix comprises of expertise in technology, legal, construction, engineering, finance, education (intellectual disability), human resources, management and marketing. Given the voluntary nature of the role, Ability West has recruited new Directors through Volunteer Galway and Boardmatch.

Comprehensive induction training is provided for new Directors upon commencement of their term in office. This training inter alia includes: briefing on the Constitution and company structure, the current Strategic Plan, Corporate and Clinical Governance Charts, Charities Governance Code, Guidance for Charity Trustees (Charities Regulator), Code of Conduct and Terms of Reference for Board Members; Conflict of Interest and Conflict of Loyalty Policies.

The Code of Conduct and Terms of Reference Guide is reviewed and approved annually by the Board of Directors. Additional training (in-house/courses/webinars) is also provided to Directors and in 2019 newly appointed Directors had an opportunity to attend Trustee Training provided by The Wheel, which covered topics such as corporate governance and roles and responsibilities of Directors (Trustees).

Organisational Structure and Decision Making

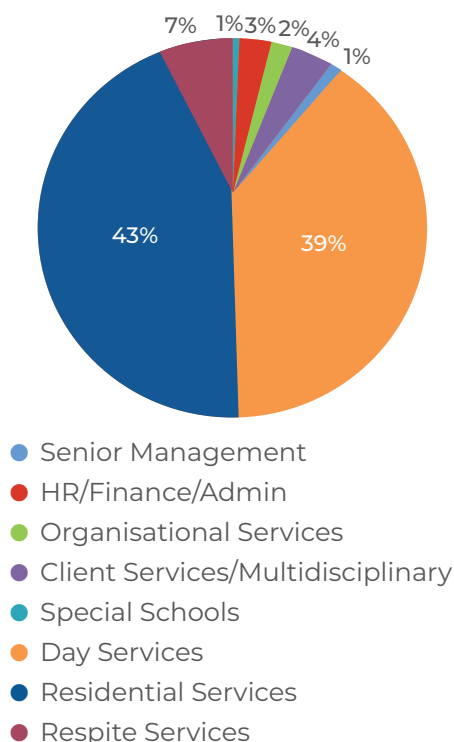
Ability West is governed by the Board of Directors who are elected in accordance with the company's Constitution. The Directors are non-executive members of the company, who receive no remuneration for their services and represent diverse skills, expertise and backgrounds. The Board of Directors meets 10 times per year and collectively has non-executive responsibility; including the corporate governance of the company and the services it provides.

The Board of Directors delegates the day to day management of Ability West to the Chief Executive, who is in turn supported by a tiered management system that identifies clear lines of accountability and responsibility at each level.

The Board recognises the value of high standards of corporate governance and to this end is supported by various Board Committees (as noted earlier). These committees are responsible for overseeing particular aspects of the work of the company and reporting to the Board.

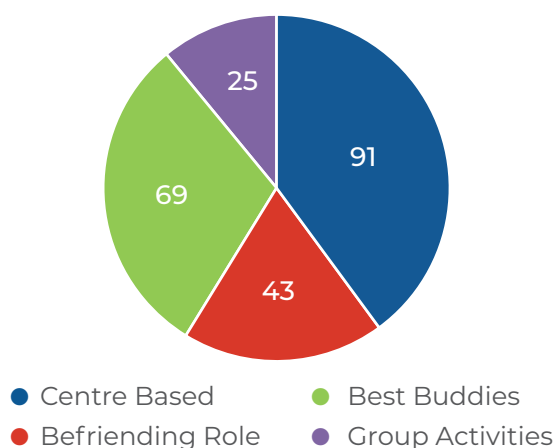
Ability West recruits suitably qualified staff for positions within our service to ensure that high quality service provision is maintained. Our service delivery is based on a Social Care service provision methodology. Adherence to legislative requirements and best practice; particularly in the area of equality and equal opportunities, records management, Garda vetting, accreditation and qualification validation where applicable, are important aspects of our recruitment function.

STAFF BREAKDOWN



Ability West has a vibrant volunteer programme which augments the programmes delivered in our services. We have almost 230 volunteers who undergo a comprehensive screening and training process. There is an update on volunteers later in this report.

VOLUNTEER BREAKDOWN



Risk Management

The Directors have assessed the major risks to which the company is exposed, in particular those related to its operations and finances, and are satisfied that systems and procedures are in place to mitigate exposure to major risk. Management of risk is viewed by the Board as a corporate governance priority

and the company has a robust Integrated Risk Management Policy in place which is reviewed every three years, or more frequently if required. The Board of Directors reviews the Corporate Risk Register every quarter, or more frequently if required.

The company's internal control systems are supported by policies, procedures, protocols and guidelines covering all aspects of the work of the organisation.

Governance Standards/Compliance

The Board of Directors commenced working on the Charities Governance Code in 2019 and completed the Compliance Record Form in November, in advance of the January 2020 deadline for compliance. Our compliance with the code will be reviewed on an annual basis with reporting to the Charities Regulator commencing in 2021.

Ability West is committed to complying with the Guidelines for Charitable Organisations Fundraising from the Public which was issued by the Charities Regulator in 2017, replacing the Statement of Guiding Principles for Fundraising. A number of robust policies and procedures were developed to support fundraising and these are reviewed every three years, or more frequently if required.

Ability West is registered on the Register of Lobbying which is maintained by the Standards in Public Office Commission and we complied with the submission of lobbying returns during 2019.

New regulations established a Central Register of Beneficial Ownership which were introduced in March 2019 as a further measure to assist combatting money-laundering and terrorist financing. Existing companies, including charitable companies, were required to file their beneficial ownership information on the Central Register, which is maintained by the Registrar of Companies, in November 2019 and Ability West complied with this new requirement.

During 2019 the Board of Directors completed the HSE Annual Compliance Statement for Section 39 funded agencies in respect of 2018. This statement was signed by the Chairperson and another Board Member and submitted to the HSE. The 2019 HSE Annual Compliance Statement will be due for submission by the end of May 2020.

The Annual Financial Monitoring Report was completed and signed by the Chief Executive and the Director of Finance and submitted to the HSE in May 2019.

The annual budget is approved by the Board of Directors. Management accounts, including comparisons with the annual budget programme, are reported to the Board on a regular basis by the Chairperson of the Finance Committee. Approval of staff appointments/remuneration is a standing item on Board Meeting agendas.

It is Ability West's policy that all staff and volunteers, including members of the Board, operate subject to best practice recruitment policies and Garda vetting procedures. All staff and volunteers are made aware of their responsibilities to protect those they support through adherence to national policies, e.g. Children First and Safeguarding Vulnerable Persons at Risk of Abuse. The company has a 'zero tolerance' approach to any form of abuse and promotes a culture which supports this ethos.

ABILITY WEST'S OBJECTIVES 2019

Children and Family Services;

- To provide a quality and timely service across our children's services, multi-disciplinary assessment, intervention and services, respite, home sharing and contract families, as well as other supports including improvements to waiting lists and innovations.
- Ability West works with the Health Service Executive, Brothers of Charity Services Ireland - Galway Region and Enable Ireland in relation to the transition of multi-disciplinary services in line with national policy, i.e. Progressing Disability Services for Children, with the introduction of

Springtime Children's Services.

- Ability West's children's respite services are inspected by HIQA and comply with HIQA standards and regulations.
- Ability West is Patron of four special schools as follows:
 - St. Joseph's Special School, Newcastle, Galway
 - St. Oliver's Special School, Tuam, Co. Galway
 - St. Teresa's Special School, Ballinasloe, Co. Galway
 - Scoil Speisialta Tigh Nan Dooley, An Cheathrú Rua, Co. Na Gaillimhe

Adult Services;

- Comply with HIQA standards and regulations for adult residential and respite services.
- Implement the HSE interim standards for New Directions in day services.
- Advance opportunities for more personalised services and supports in day and residential settings.
- Enable adults with intellectual disability and comorbidity to live as independently as possible in their own communities. Self-directed supported living options will be provided in so far as is possible.
- Provide multi-disciplinary services and supports to adults, including improvements to waiting lists and innovation.
- Work closely with the Service User Council.
- Continually review the delivery of services to meet service users' expressed needs and preferences.
- Empower individuals to make choices to enable them to reach their full potential.
- Utilise mainstream services, support and options.

Families, Friends and Community;

- Encourage and foster the involvement of families and natural supports.
- Consolidate and build on existing partnerships with families and stakeholders, e.g. Family Fora.
- Nurture an organisational culture that promotes community participation and active involvement.

Staff, Volunteers, Community Employment Scheme and Other Scheme Participants;

- To have an effective staff allocation, work/life balance and achieve lower than 3% absenteeism rate.
- To have a flexible and skilled workforce to meet the needs of service users within available resources.
- Ongoing training will be provided to staff, volunteers and Community Employment (CE) Scheme participants and others in relation to best practice, person-centred planning and self-direction methodology of service provision.
- Mandatory training will be provided to staff, volunteers and CE Scheme participants in compliance with legislation.

Ability West's Resources;

- To manage within the budget allocation.
- To comply fully with statutory and legal requirements.
- Secure adequate resources.
- Ensure the efficient and effective allocation of resources.
- Organise ongoing fundraising to contribute to capital projects.

Ability West as a Company will;

- Continue with external accreditation, I.S. EN ISO 9001:2015, Excellence Through People 1000:2012, QQI for training programmes.
- Ensure that Ability West, as Registered Provider, as per HIQA standards and regulations, continues to carry out Provider Led Audits to residential and respite designated centres.
- Implement HSE Interim Standards New Directions in day services.
- Continue auditing all services and supports in line with external accreditation, compliance and regulation.
- Ensure active participation of Ability West in the community.

STRATEGIES FOR ACHIEVING OBJECTIVES

STRATEGIC PLAN 2019-2023

This new strategic plan was launched in February 2019 and provides a roadmap for services, supports and the organisational development of Ability West. It outlines the destination that we wish the organisation to arrive at in the next five years. The plan will ensure that Ability West is best placed to achieve our vision and mission in the most effective, efficient, fair, equitable and person-centred manner.

The strategic direction and goals included in this plan are Ability West's response to policy direction, best practice and significant consultation undertaken with all relevant stakeholders. This plan will be underpinned by annual service plans and robust setting of targets, measurable deliverables and outcomes.

There are eight strategic goals:

1. Organisation's Culture

2. Change Management

3. Effective Teams

4. Meaningful Outcomes

5. Community Inclusion

6. Secure Sustainable Resources

7. Continuous Quality Improvement Monitoring and Evaluation

8. Communication

During the year an annual service plan was developed to report on aims and outcomes of the plan. A summary example from each strategic goal is outlined:

Organisation's Culture

- Audit the culture of our services to ensure we are delivering on our ethos: A new policy has been implemented and a culture audit completed, which provided a baseline for identified targets into 2020

Change Management

- Ensure that the services and supports reflect best practice and are underpinned by person centredness, individualisation, choice and self-determination: Policy reviewed to define Person Centred Planning, KPIs established, audit tool developed and audit commenced in 2019

Effective Teams

- Develop a staff wellbeing programme: Developed a wellbeing strategy reflective of best practice within resources available in order to enhance employee wellbeing; Wellbeing Team established and wellbeing initiatives rolled out during 2019

Meaningful Outcomes

- Encourage and enable people to participate in community activities and contribute in a meaningful way to the wider society and environment: School leaver process reviewed and a day service review commenced in 2019 and is ongoing in 2020

Community Inclusion

- Lobby for change at local, regional and national levels so that people can take their rightful place in society, free from barriers and enjoy equal citizenship: Engagement with the National Federation of Voluntary Service Providers through its various committees, fora and national campaigns; Robust budget campaign in advance of Budget 2020; Represented at the HSE Strategic Leadership Group (Springtime Children's Services) to represent the needs of children availing of our services; Engagement with the HSE Head of Disability and General Manager for Disability Services

Secure Sustainable Resources

- Work to secure sustainable resources on an ongoing basis: E-tendering process utilised and ongoing economies of scale achieved

Continuous Quality Improvement, Monitoring and Evaluation

- Carry out audits and monitor against plans and targets to ensure continuous improvement: Various audits undertaken during 2019, including those under regulation and standards; Ongoing development of audit tools to monitor specific areas of service delivery

Communication

- Social media to be utilised to promote our work and share good news stories: Services encouraged to provide material for social media outputs; enhanced our social media presence during 2019 with increased followers across all channels

GENERAL INFORMATION

Solicitors

Kieran Murphy & Co.,
9 The Crescent, Galway, H91 W6T7

Advokat Compliance,
Merrythought House, Templeshannon,
Enniscorthy, Co Wexford, Y21 E0F3

Bank

Bank of Ireland, 22 Mainguard Street, Galway,
H91 TX21

Bank of Ireland, Eyre Square,
Galway, H91 D6X9

AIB Bank Lynch's Castle, Galway, H91 W400

Auditors

FCC Chartered Accountants & Registered
Auditors, 3rd Floor, Lismoyle House, Merchants
Road, Galway, H91 KPY0

Registered Office

Ability West, Blackrock House,
Salthill, Galway, H91 R254

Ability West is a Company Limited by
Guarantee, registered No. 41317 and is
registered with the Revenue Commissioners
as a Charity under Registration No. CHY6306.

Ability West is approved for the Scheme of Tax
Relief for Donations to Eligible Charities and
other Approved Bodies under Section 848A
Taxes Consolidation 1997 under Tax No.
2237226Q.

Éirim an Iarthair is a registered Business Name
under the Registration of Business Names Act,
1963, Registered No. 335139.

Ability West:

- Is a registered charity under the Charities
Regulatory Authority, Registration No.
20011161
- Quality Management System is ISO
9001:2015 accredited, National Standards
Authority of Ireland
- Excellence Through People, 1000: 2017,
National Standards Authority of Ireland
- Is an equal opportunities employer

This annual report was project managed by
Ms. Carol A. Browne, Communications and
Executive Office Manager, and co-ordinated
by Ms. Paulette Cully, Administrative Support,
Chief Executive's Office.

QUALITY AND COMPLIANCE UPDATE 2019

By Eileen Costello-Conneely,
Quality and Compliance Manager



Pictured at St. Joseph's Training Centre's Graduation Day l-r: Mary-Margaret Garvey, Senior Instructor, and Nadine Nitschke, Graduate.

The quality of services and supports is monitored and reviewed on a continual basis in Ability West to ensure we have oversight in terms of trends, areas for improvement, shared learning and taking an overall integrated risk management approach to quality and compliance. Ability West complies with a wide range of legislation, regulations and standards throughout areas of corporate governance, management, services and support. Some of these areas include: company legislation, charities legislation, employment legislation, health and safety legislation, codes of practice, Statutory Instruments 366 and 367, national standards for residential and respite services, the HSE interim standards for day services, and national policies and procedures such as Children First and Safeguarding Vulnerable Persons at Risk of Abuse.

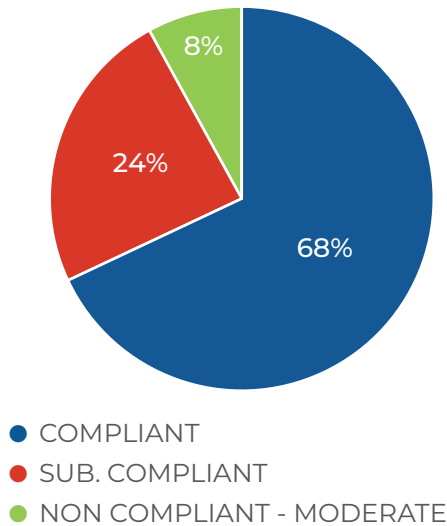
Ability West has a Quality Management System in place, encompassing all services and supports, which provides a framework for overall integrated quality management. This is accredited by the National Standards Authority of Ireland (NSAI) to the international standard ISO 9001:2015. The organisation's Quality Management System was successfully re-registered in June 2019. Certificates of registration are now in place for each individual service/location, which is a very positive development. The organisation also established risk management processes, aligned to the standard ISO 31000:2018 which is a framework for integrated risk management. We have also been successful in maintaining certification to the HR standard 'Excellence Through People 1000:2012', which is accredited by the NSAI.

The Quality Management System identifies areas of good practice, areas that need improvement and progress on same, and it takes an overall integrated risk management and continual improvement approach. This is achieved in many ways, for example: undertaking audits, analysis of results of such audits and reviews, external inspections, feedback, complaints, accident/incident records, statutory notification records and reviews through a number of fora such as Senior Management Team Management Reviews and Quality and Safety Committees.

HEALTH INFORMATION AND QUALITY AUTHORITY (HIQA)

Ability West complies with the HIQA National Standards for Residential Services for Children and Adults with Disabilities, along with the applicable legislation, i.e. Statutory Instrument 367. The standards and legislation are applicable to our residential and respite services and we have 29 designated centres registered with HIQA. Thirteen inspections were undertaken by HIQA during 2019 and inspection reports can be accessed on HIQA's website. Results in terms of compliance levels are as follows:

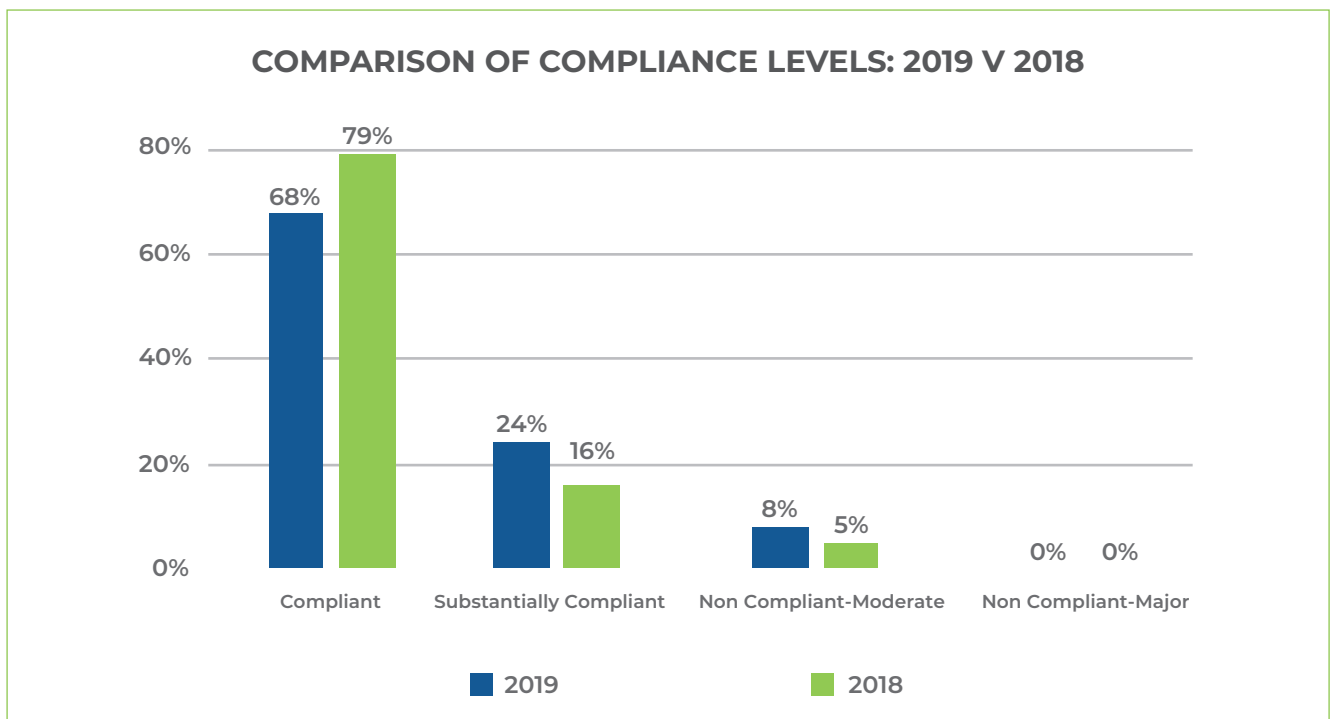
HIQA COMPLIANCE LEVELS - 2019



Compliance levels over the past four years are as follows:

COMPLIANCE LEVEL	2016	2017	2018	2019
Compliant and Substantially Compliant	59%	67%	95%	92%

Ability West did not receive any major non-compliances in 2018 or 2019. A comparison of results from 2018 and 2019 for all compliance levels is as follows:



During 2019 we were fully compliant in a number of significant areas including: protection, communication, visits, food and nutrition, policies and procedures, and volunteers. We were substantially compliant in a number of key areas such as residents' rights, general welfare, staff training and premises. Results in relation to social care needs, which relates to person-centred planning, goal setting, assessments of needs, annual reviews, and transition planning, are consistently maintained at 80% for HIQA inspections in 2019; this was 82% in 2018 and 80% in 2017. Notwithstanding these results, some issues were identified, for example, ensuring adequate recording of progress on service users' goals and the need for more robust action plans.

Issues were identified with regard to updating Statements of Purpose to ensure they reflected the actual service and premises, and more evidence in terms of opportunities for residents to sign their own contracts. HIQA highlighted issues regarding the identification of all risks and ensuring that these are reflected in the centre's risk register, along with effective oversight in terms of governance and management. The Provider Led Audit process was also identified as an area for improvement, particularly for the identification of all risks. We continue to work on areas of improvement.

HSE INTERIM STANDARDS FOR DAY SERVICES

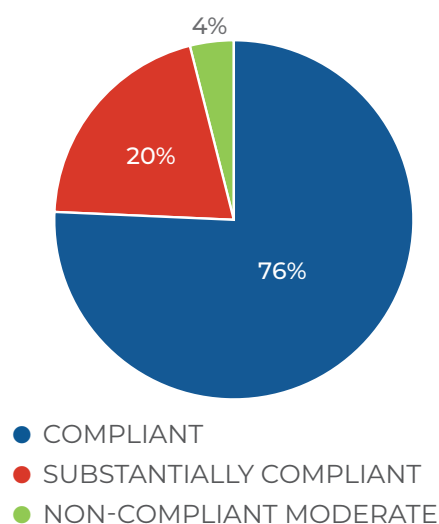
Ability West continues to implement the HSE Interim Standards for New Directions, Services and Supports for Adults with Disabilities and a self-evaluation process for day services commenced during 2019 and continues into 2020. We take account of these standards along with our policies and procedures when undertaking audits in day services. In addition to this, a New Directions e-learning module is available on HSELand for all day service staff to complete.

INTERNAL AUDITS

During 2019 a minimum of two Provider Led Audits (PLAs) were undertaken in each of our residential and respite services, in compliance with HIQA Standards and Regulations.

A number of audits also took place in day services, particularly to sample the processes and compliance levels with our policies and procedures and the HSE Interim Standards. The results of the PLAs have been reviewed, with strengths and areas for improvement identified and shared through the line management structure.

2019 COMPLIANCE LEVELS - PROVIDER LED AUDITS



The Quality and Compliance Department undertook a programme of other audits during the year, including a culture audit. While the response rate was not high enough to be viable, the information yielded by the audit still proved to be a valuable resource and the anonymous results provided insights in terms of learning and improvements. Audits took place to review a sample of service user person-centred plans, looking at a baseline in terms of evidence of person-centred plans, type of goals and evidence of progress on goals. Other audits were completed on HIQA notifications and our Quality Management Information System (QMIS) in relation to incidents and reporting. All audits influence the overall improvement planning and shared learning within the organisation.

QUALITY AND SAFETY COMMITTEES

Ability West has a Quality and Safety Board Committee in place, with the purpose of driving quality improvement and to provide assurance that there are appropriate and effective governance structures, processes, standards and oversight in place with regard to quality and safety. This committee meets biannually.

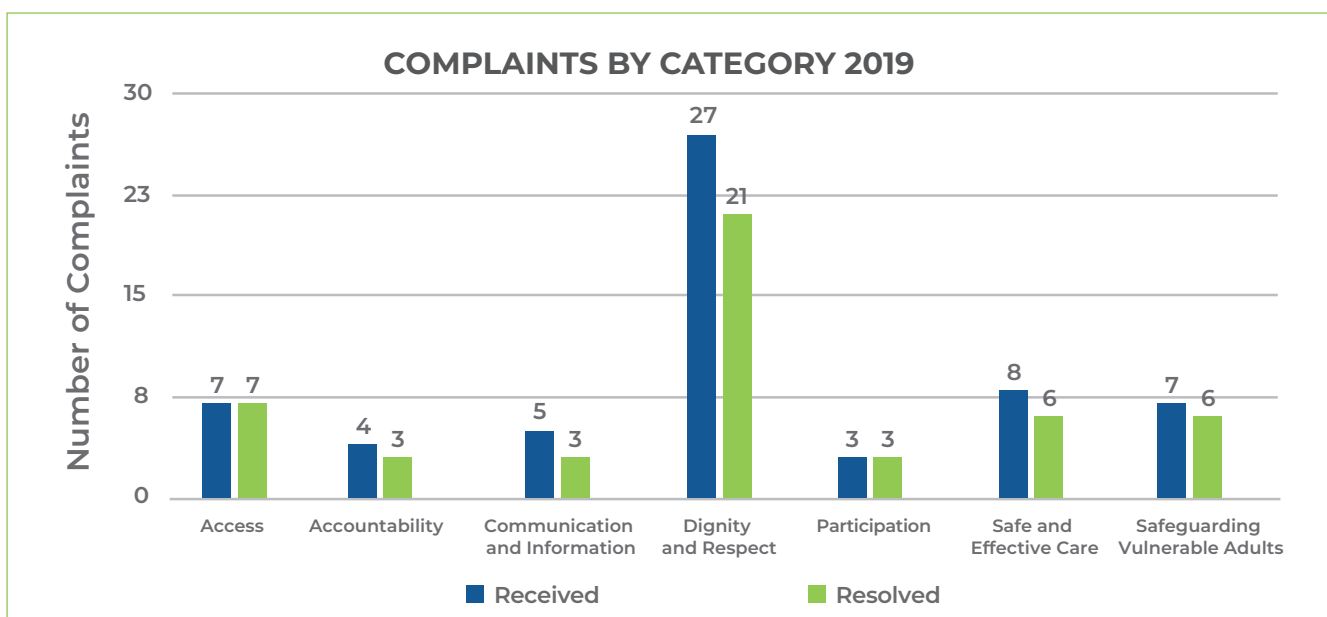
We also have a Quality and Safety Executive Committee in place with the purpose of overseeing and evaluating the comprehensive quality and safety programme, with associated structures, policies and processes which are the vehicle for improving quality and safety, and this is underpinned by an integrated risk management approach. This committee reviews various statistics and analysis in terms of trends and areas for improvement. A significant piece of work was completed in 2019 involving an extensive review of the incident/accident system as part of the QMIS. The risk matrix for categorisation was updated as a result and is now in line with the HSE's Risk Matrix Impact Table.

FEEDBACK AND COMPLAINTS

Ability West welcomes feedback and complaints, and information in this regard is available in all services. We utilise QMIS to record feedback, manage complaints

and analyse same. This feeds into the overall processes for review, improvements and shared learning. Total feedback recorded for 2019 was 41, the majority of these were received in residential services, with feedback ranging from compliments on the overall quality of service and supports, to compliments from third party organisations regarding professionalism and efficiency, to offering congratulations on the publication of the Falls Prevention and Bone Health Guide. Feedback received was as follows: 24% from family members, 34% from staff members, 23% from the public and 19% from third party organisations.

A total of 61 complaints were received during the year, which is significantly lower than the 130 complaints received in 2018. Of these 61 complaints, 80% have been resolved and the balance are being reviewed. A number of the complaints were made by staff members advocating on behalf of service users, for example: regarding dissatisfaction with some elements of service, such as service users wishing to remain in their residential service for some weekends where there may be no funding to extend the service. Other complaints related to issues such as alleged inappropriate behaviour, transport issues, access to services, facilities and maintenance, health and safety issues, and overall accountability. These are as follows:



HEALTH AND SAFETY

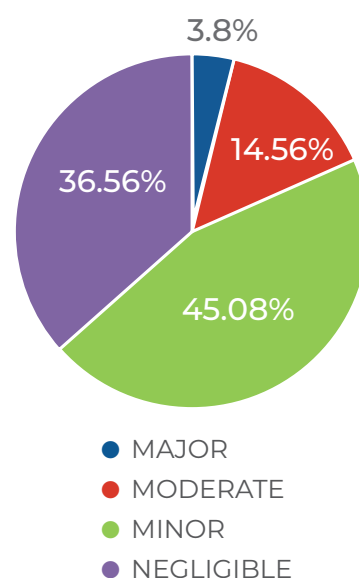
The total number of incidents recorded in 2019 was 3,811, which is a slight decrease from 2018. Behaviours that challenge represented the highest number of incidents during the year, followed by incidents categorised as 'other'. The third highest category was medication, followed by slips/trips/falls in fourth place. In 2019 the total number of incidents logged on the system under Client Protection/Safeguarding was 117, representing a decrease from 150 incidents in 2018.

The overall results in terms of learning, areas for improvement and management of risk are shared through the line management structure.

Ability West reports incidents to the State Claims Agency via the National Incident Management System (NIMS). We report on incidents which are coded on QMIS as moderate, major or catastrophic. This arrangement has been notified to the

State Claims Agency. Ability West is currently not delegated to the State Claims Agency's General Indemnity Scheme and as such is only presently required to report service user related incidents. However, Ability West would welcome inclusion under the General Indemnity Scheme as operated by the State Claims Agency.

CATEGORY OF SEVERITY LEVELS 2019



FREEDOM OF INFORMATION AND DATA PROTECTION

Ability West complies with Freedom of Information and Data Protection legislation, with processes in place in this regard. The organisation has a Freedom of Information Publication Scheme in place which can be accessed through our website. Data Protection policies and procedures are also in place. Statistics are as follows:

FOI and Data Protection Statistics (Jan - Dec 2019)	Number
FOI Requests	5
Internal Reviews	0
Subject Access Requests	0
Subject Access Requests – Under Administration Access by HR	0
Data Breaches – Data Protection Reported to Data Commission Office	5

The number of data breaches reduced significantly from 12 in 2018, to 5 in 2019. This shows increased awareness about data protection within the organisation.

RESTRICTIVE PRACTICES AND HUMAN RIGHTS

Ability West has a Restrictive Practices Committee and a Human Rights Committee in place, both are significant elements of the organisation's processes, particularly in terms of promoting rights in line with our vision and mission and our strategic plan. Both committees met regularly during 2019 to review and consider referrals. An Easy Read Restrictive Practices Information Guide was developed by the organisation and launched in September 2019. The guide was developed with the assistance of service users, family members and staff members, with the aim of ensuring that people who use our services are aware of restrictive practices, and also to raise awareness for carers.

During the year, one designated centre in Ability West was selected by HIQA for an inspection as part of their thematic programme focussing on the area of restrictive practices, adopting a quality improvement approach. St. Dominic's Services was selected for this and it was a positive inspection, with some organisational improvements recommended. In late 2019 we commenced a review of our restrictive practices policy, procedure and processes therein, particularly in relation to overall organisational review. Other work in this regard was completed during 2019, including a programme of restrictive practices information sessions for designated centres.

INTEGRATED RISK MANAGEMENT

Risk management is an integral part of overall services and supports, backed up by comprehensive policies and procedures, using the standard ISO 31000:2018 as a framework for integrated risk management. A key part of this is the identification and escalation of risk, where it cannot be managed at service level. This is done in line with our integrated Risk Management Pathway. Firstly, each service has a centre risk register and risk assessments, detailing risk treatment,

along with individual risk assessments for service users. If it becomes apparent that a particular situation poses a risk that may not be able to be carried in the service, for example, inability of service to provide for the changing support needs of a service user within existing resources, then this is escalated through the line management

structure. Specific risks are entered, as relevant, on the Corporate Risk Register, which is the recording tool for the management of identified corporate risks, informed by more detailed local risk analysis at middle and frontline management levels. Risks are also identified in other ways, for example, through complaints, inspections, audits, and review of services and supports. This is overseen by the Quality and Safety Committees, the Senior Management Team and the Chief Executive's Office.

A review of risk management processes commenced in late 2019 and will be completed in 2020, to ensure that such processes are fit for purpose and are adequate in terms of risk identification, recording of measures to mitigate against the risks, and escalation where appropriate.

In conclusion, we continue to strive to achieve high standards of service and supports for service users, and would like to compliment all staff members on their continued endeavours and hard work in this regard.



Mary Joyce and Chloe Conneely saying a fond farewell to Breda Crehan-Roche, Chief Executive at her leaving party in December 2019.

VOLUNTEER UPDATE

By Linda Keane, Volunteer Programme Manager



*Pictured at the 2019 Friendship Walk
l-r: Finlay Bealham, Sean Coyne, Jarrad Butler,
Conor McKeon and Francis Carr*

Our Volunteer Programme has almost 230 volunteers, all of whom make a real difference to the lives of the people we support and they significantly enhance the services provided by Ability West. The roles of volunteers vary; a volunteer may choose to be an extra pair of hands in a centre, while others may take on a befriending role. The motto is “think about what you enjoy doing and share it with others!” If your talent is art or music, maybe you could get involved in an art programme or music session. We have volunteer bus drivers, DJs, cleaners and disco supervisors. If you are willing to give your time, there is a role for you! Volunteering is a very flexible way of engaging with our services and learning more about intellectual disability. If a person wishes to volunteer, they are required to undergo a screening process, i.e. application and Garda Vetting. Training is provided and a minimum commitment of six months is required. If your time is limited but you would like to help with a one-off event, such as fundraising, you can contact our Community Development Officer.

Making a Friend

Befriending a person with an intellectual disability is a rewarding and fulfilling volunteering role in Ability West. Having friends is so important to us all and people with an intellectual disability want to have friends just like everyone else. They love to go out with their friends to do the ordinary everyday activities that so many may take for granted. If you join our Befriending Programme, you will be matched with a peer who has similar interests to you.

The Best Buddies College Programme, which is delivered at the National University of Ireland Galway (NUIG) and the Galway-Mayo Institute of Technology, (GMIT) is very successful at breaking down barriers to social inclusion. Young people learn more about themselves, develop an understanding of intellectual disability and have an opportunity to truly embrace diversity and equality. The annual Best Buddies Ball continues to be one of the social highlights of the year for volunteers and people who attend our services.

Best Buddies Leadership Conference

Lucy Dockery, Sara Fuller and Dylan Somers travelled to Indiana, USA, in July to attend the Best Buddies Leadership Conference and to represent Ability West at this wonderful global event. This would not have been possible without the support of Best Buddies International and

the Societies Office at NUIG. It was a great honour to be the recipient of the Best Buddies Award - Regional Outstanding International Programme 2019. We were delighted our three buddies were there to receive this prestigious award and bring it home.

A Special Honour

We were delighted and proud when Sara Fuller won the “Young Volunteer of the Year” Award at the Galway City Mayor’s Awards in April 2019. Sara was President of the Best Buddies Society at NUIG and undertook an enormous amount of work promoting the Best Buddies Programme on campus and ensured it was a very successful year. Sara was also involved in many volunteering projects outside of Ability West and was truly a worthy recipient of this award.

*Pictured at the Best Buddies Leadership Conference in Indiana, USA
l-r: Dylan Somers, Lucy Dockery, Sara Fuller and Anthony Kennedy Shriver*



SERVICE USER COUNCIL UPDATE

By John Farragher, Chairperson



Service User Consultation Meeting, November 2019

l-r: Chloe Conneely, Member, John Farragher, Chairperson, Matthew Brennan, Member, Mary Joyce, Member, Breda Crehan-Roche, Chief Executive and Paul Cannon, Member.

The Service User Council was first established in 2010 to advocate for everyone who uses Ability West services. Our mission has been to develop new direct lines of effective communication for the people we represent. We have achieved this through developing an online site, which can be accessed through Yammer, and by developing the Advocacy Champion Programme.

In 2019 we forged new links with the National Advocacy Service. Rebecca Leavy, Advocate, met with council members and spoke at our Consultation Meeting which was held in November. Alan O' Connor resigned as facilitator in 2019 and on behalf of the council members, I would like to take this opportunity to sincerely

thank Alan for his hard work and dedication to the Service User Council over the past number of years. It is opportune to welcome new facilitators, John Howard and Niamh McGauley, and we wish them well in their roles.

As we head towards the 10th anniversary of the council, we plan to build on the structures already in place and become a stronger more relevant platform for improving the lives of everyone we represent. We would like to acknowledge the excellent achievements of the Service User Council over the last 10 years and we look forward to even more success and to continue working alongside service users and staff in Ability West.

MEITHEAL CENTRE UPDATE 2019

By Stephen Togher, Senior Instructor, Meitheal Centre



James Walsh enjoying some indoor exercise on the stationary bike in the Meitheal Centre in Moycullen

Since opening in September 2016 both the staff and the young adults who avail of the services provided in the Meitheal Centre, have been embraced and supported by the local community in Moycullen. This support has come in many forms including invitations to various local events, attendance at our coffee mornings and open days, fundraising initiatives and daily interactions within the locality.

This year the Meitheal Centre was again successful in receiving significant funding from SSE Ireland (Moycullen Wind Farm) and we are very grateful for this ongoing support. The funding will be used to install a new kitchen in the centre in order to further develop the independent living skills of the young adults attending the centre.

Further evidence of continuing support came in January 2019 when the Meitheal Centre was presented with a new static exercise bike, basketball hoop and funding to enable the provision of sensory equipment for the centre. This was courtesy of families, neighbours and friends of the Meitheal Centre, and we are very grateful for their generosity.

The assistance we have received since opening this service is indicative of the inclusivity of the Moycullen community who clearly hold the young people attending Meitheal in very high regard; rightly viewing them as valued and equal citizens. We appreciate their ongoing support and daily interactions, which has led to an appreciation of difference and diversity in our community.



*Hugh O'Toole RIP
(1959 – 2019)*

A TRIBUTE TO HUGH O'TOOLE (1959 – 2019)

Sadly we lost a much loved member of our community in 2019. Hugh O'Toole passed away in January and he is very much missed by his loving family (Dick, David (Joe), Sally and Jimmy) and by all in Críost Linn and Clóchan.

Below is a beautiful poem written by Hugh's sister Sally, which gives an insight into the wonderful man Hugh was. *May he rest in peace.*

*Hugh,
In 1959 to Roundstone you came,
Small, weak,
Precious, unique.
But you grew strong for life to seek.*

*That extra chromosome took you
To North Carolina with the Special Olympics
crew.
And in that year of '99,
With your silver medal you did shine.*

*Music was your love,
With Elvis being the King.
Daniel and ABBA
Could also make you dance and sing.
But in recent years,
Nathan came on the scene
And his 'Wagon Wheel'
trumped 'Dancing Queen'.*

*As everyone knows, you loved your clothes,
From your shirt and tie,
down to the socks on your toes.*

*Always spick and span,
You made quite the dapper man.*

*To Clifden you came,
Clochán, Críost Linn the name.
There scones and brown bread you baked.
In the Park, leaves you raked.
In Topaz the shelves you stacked
And there you never lacked.*

*Together we travelled many roads,
You know we loved you loads.
And now today we send you on your way
To Cork the Rebel County
Where you received love a bounty.*

*Then to Mum, Dad and Joe you must go
For they did love you so.*

*You arrived in 1959
And now you leave us at 59.*

Rest in Peace our Bumps.

A TRIBUTE TO CARMEL KING (1949 – 2019)

By Staff at Críost Linn



*Carmel King RIP
(1949 – 2019)*

Carmel King came from a large, loving family in Cashel. Carmel began attending Críost Linn Day Service many years ago. She always remained a big part of her family's life and they often visited her in Críost

Linn for a cup of tea or to see her perform in the annual Moon Magic performance, as part of Clifden Arts Week.

Carmel loved fashion and enjoyed shopping trips to Galway and further afield, so she could keep up with the latest styles. Carmel loved getting her hair

done and always wore beautiful jewellery. Carmel always looked her best and took great pride in her appearance.

Carmel was a very religious person and loved visiting Knock Shrine and various churches. Carmel always had a prayer book by her side and pictures of the Holy Mary with her. She loved to sit and talk about God and share her religious beliefs with others. When Carmel could no longer go to mass, she would listen to services on the radio.

If you were lucky enough to meet Carmel you would never forget her. She made a lasting impression on all who knew her. She will be remembered and missed by all her family and her many friends in Críost Linn. *May she rest in peace.*

PHYSIOTHERAPY DEPARTMENT UPDATE

By Renjith Joseph, Physiotherapy Manager



Service users and Staff pictured at the launch of the 'Restrictive Practices Easy To Read Guide' in Snipe Resource Centre.

The Physiotherapy Department, along with contributions from service users, staff and family, developed and published a guide in 2019 entitled, 'Falls Prevention and Bone Health – Easy Read Guide'. The guide informs service users and staff about how to prevent falls, while also providing valuable information in relation to bone health. This publication won an Irish Healthcare Centre Award, in the category of Healthcare Initiative/Project – Older Persons Care Service. Congratulations to all involved in its production and I would like to particularly acknowledge the excellent input from Melinda McCabe, Physiotherapy Manager, Daughters of Charity (Dublin).

The second guide published this year was entitled 'Restrictive Practices Easy to Read Information for People with Intellectual Disabilities'. This guide was developed following extensive consultation and it is a practical and valuable resource for service users with an intellectual disability, members of our Restrictive Practices Committee, the Service User Council and

staff teams. Service users experienced positive changes and better transparency on the use of restrictive practices. This guide also developed a shared understanding between staff, service users and their families on this subject. The guide aims to introduce an innovative approach at bridging the information gap in relation to restrictive practices. There had been no such published resource in Ireland until now and the guide has attracted a lot of interest. Ability West is committed to working together with service users, families and frontline staff to ensure restrictive practices are minimised and to promote a restraint free environment and use of the least restrictive options wherever possible. We are very proud of this publication and acknowledge everyone who contributed to its development.

Both guides are available on our website: www.abilitywest.ie/resources

ABILITY WALK IRELAND AND HEALTHY EATING

By Barry Foley,
Occupational Therapist

In early 2019 a committee was formed comprising of a number of fitness orientated service users, staff and friends of Ability West to raise awareness about healthy living and to show how easy it is to access exercise. A novel idea formed and service users and staff of Ability West were invited to take part in a challenge - circumnavigating Ireland, a distance of 3,171 kilometres - this being the length of Ireland's coastline.

Funds were raised to produce t-shirts and water bottles for the launch, and the very talented James Wallace designed the fabulous logo for the t-shirts; many thanks James. On 1st May, Ability Walk was launched with an impressive group of almost 80 service users, staff and supporters walking the Salthill Promenade from Blackrock House to Salthill Village and back again (2km), giving an impressive opening total of

156km walked. Every week service users and staff recorded their distances walked throughout Galway City and County. Two new treadmills and a reclining bike were made available in our Croílar Hub in the city to provide an alternative way to exercise when the weather was bad. By the end of August we had achieved our target of 3,171km walked. Ability Walk proved to be a very successful health promotion initiative, well done to all who participated.

The summer of 2019 proved to be bright, sunny and warm for the most part. The young adults availing of services in Croílar Hub, along with staff and volunteers, chose a novel way of cooling down and getting their recommended "5 a day" by launching 'Healthy Eating'. Ability West staff and volunteers teamed up and fundraised in order to fund smoothie makers, frozen fruits and juices and throughout June and July smoothie-making classes were held every Friday morning in the Croílar Hub. This initiative was held in conjunction with Ability Walk Ireland and proved to be a great way of educating both service users and staff on how easy it can be to find nutritional alternatives. Well done to all involved.



*Taking part in the launch of Ability Walk in May 2019
l-r: Ann Havern, Erica Ward and Aimee Daly.*

SOCIAL FARMING

By Staff at Milaoise Day Service



In Spring 2019 Milaoise Day Service applied for funding to participate in a Social Farming Enterprise. The funding was approved by the Department of Agriculture, in conjunction with Margaret Leahy from Social Farming. A placement was sought on Tom Finnerty's Pedigree Farm in Mountbellew. Tom has a variety of animals including cattle, goats, rabbits, hens, dogs and a donkey. The participants, John Melia, Terry Collins, Paul Prendergast, Gabriel Burke and Michael Sweeney from Milaoise Day Service, had a fabulous experience working with Tom and his family on the farm. The group was supported by Tommy Cahill, Staff Member. Many thanks to everyone who made this initiative such a success and well done to all who participated.



Service Users from Milaoise Services working hard on Tom Finnerty's pedigree farm as part of Social Farming.

CALEB HAMILTON TAKES ON A CHALLENGE

By Laura McGrath and David Finnerty, Avalon Respite Service



In October 2019 Caleb Hamilton, who attends Avalon Respite Service, completed a bog challenge in Delphi Adventure Centre. Those that know Caleb will know he loves adventure, so this was right up his street! While swimming with his day service Caleb saw a poster for 'Tough Mudder' and took great interest in it. After some research we came across Delphi Adventure Centre. Caleb was shown pictures and videos of all the activities on offer and he chose the bog challenge. Staff contacted Delphi and they were very helpful and even put on a private session at a time that suited us. Staff also prepared a visual calendar, social story and schedule for the outing so Caleb would know what his day would entail.

On arrival at Delphi we met our instructor, Richie, and changed into our wetsuits. We headed out on the course where our first challenge was to jump into a bog hole. It was freezing! We weren't long warming

up as in between wading through bog holes, we had to walk across balance beams and tight ropes, slide through tunnels, crawl under cargo nets and climb over walls. We were also shown a sink hole, which Caleb got great pleasure from pushing the staff into.

We then made our way to a lake where we took part in a 'Wipe Out' style challenge. This was much colder than the bog holes and consisted of us going down a slide into the lake and making our way through various obstacles. It was very difficult and Caleb was the only one of us to complete it. After all this it was time to refuel so we headed to a local hotel for lunch to finish off our day. It was such a fun day and most importantly Caleb really enjoyed it. We would highly recommend it for anyone with an adventurous side. Our only advice...don't go on 31st October, it's freezing!



Caleb Hamilton pictured at Delphi Adventure Centre, Connamara.

SNIFE RESOURCE CENTRE UPDATE

By Nicola Bradford, Manager, Snipe Resource Centre

Snipe Resource Centre had a very busy year. Our aspirations to promote community inclusion and active citizenship came to fruition throughout the year. Among other events we celebrated a big birthday, with Pretty Fingers turning 10 years old in May and featuring on TG4 in April 2019. In typical style of the service users in Snipe, we threw a large party and celebrated this amazing achievement. Pretty Fingers has been instrumental in providing continued learning for every member of the team. Our goal for 2020 is to invest in further education for the Pretty Fingers team, in order to further develop their skills.



Pretty Fingers Celebrating their 10th Anniversary. Pictured are Pretty Fingers Team Members, Staff from Snipe Resources Centre and Breda Crehan-Roche, Chief Executive.

Once again Medtronic worked closely with Snipe Resource Centre and facilitated our participation in the Science and Technology Fair in NUIG. A group of 10 service users attended Medtronic every Monday for four weeks, recreating a model human heart in preparation for the fair in NUIG. Service users from Snipe presented their work at the Medtronic stand in partnership with their staff. Many thanks to Medtronic for their continued support.

For the past few years the Advocacy Group in Snipe Resource Centre lobbied local politicians and advocated for wheelchair users' right to access their locality. In September 2019 Galway City Council commenced work on lowering the footpaths throughout Liosbán Industrial Estate in order to improve accessibility for wheelchair users in the area. These important changes would never have come to fruition without the Advocacy Group highlighting the need.

Galway City Council held their “Social Inclusion Week” in October and Snipe Resource Centre hosted “Snipe Fest” as part of these celebrations. Service users opened our doors to the local community and offered them the opportunity to showcase their businesses. The service users also showcased their talents and abilities on the day. It was an amazing day and the local community really supported Snipe in this venture. Among the stands exhibiting on the day were Medtronic, The Glamour Palace, Galway Upholstery, Genevieve’s Dance Studio and Café Link. Lots of locals visited and joined in the festivities, which included dancing and nail painting. Great fun was had by all!



Some of the talented Pretty Fingers team who volunteered at Coral Haven Nursing Home in Galway as part of Volunteer Day.

To celebrate National Volunteering Day in December Pretty Fingers hit the road and volunteered in Coral Haven Nursing Home. Service users demonstrated their skills and worked brilliantly with residents of Coral Haven, who thoroughly enjoyed the experience. One service user has even committed to volunteering in a nursing home setting going forward.

All of the team and service users in Snipe Resource Centre are committed to continuing our good work and being a strong part of our local community in 2020, while all the time aspiring to promoting inclusion and equality.



Just some of the huge crowd that took part in Snipe Fest as part of Social Inclusion Week 2019

FUNDRAISING UPDATE 2019

By John McHugo, Director of Finance



Some of the wonderful comedians who participated in Comedy Fest in the Galway Bay Hotel, which was organised by Amanda Larkin. The Best Buddies programme was one of the beneficiaries of the funds raised.

This was another busy year for community development and fundraising in Ability West. We continue to be overwhelmed by the generosity of our supporters and those who volunteer and organise fundraisers on our behalf. As always, we very much appreciate your support.

Some of the fundraising efforts that took place during the year included sponsored walks, golf events, bag packing, coffee mornings, quiz nights, bingo night, comedy events and door to door collections. The children and adults availing of our services benefit greatly from the commitment and hard work of every individual, group and team who helped out with our fundraising during the year.



Pictured at the Rock the Boat Launch are Breda Crehan-Roche, Chief Executive, Ray Kelly, Chairman and members of the rock band Bardon.

Rock the Boat

This event took place in June 2019 and proved to be most enjoyable for all who participated. In addition to raising much needed funds, the event highlighted the role of Ability West in the community and the important work that we do. A sincere thank you to Michael Duke, Mike Geraghty, the many volunteers from Medtronic and various other individuals and groups, who ensured the success of this event.



Members of the Twelve Bens Cycling Club who cycled 570km from Mizen Head to Malin Head in March 2019 in aid of Criost Linn Day Service.

Menlo Walk

The 12th Annual Menlo Walk took place in February 2019. The event was organised by the Galway City Branch and was a huge success. Over €6,000 was raised from this event. Many thanks to all participants and supporters, and in particular to the Kelly family who are instrumental in organising this event every year.

Golf Fundraiser and Raffle

The 13th Annual Ability West Golf Fundraiser and Raffle took place in Galway Golf Club in August. Almost €13,000 was raised from the event and these funds were utilised towards the redevelopment of one of our residential houses in Salthill. As always, we are indebted to the members of Galway Golf

Club for supporting our event. In particular, special thanks to Pat Canney, Bosco McDermott and the members of the organising committee for their ongoing commitment to supporting our organisation. We would also like to acknowledge and thank Peter Flanagan for co-ordinating the event on behalf of Ability West.

There were so many more events organised for and on behalf of Ability West during 2019, too many to mention here. However, I would like to sincerely thank everyone who was instrumental in organising awareness raising and fundraising events on our behalf. All our news and events are shared on our social media platforms.

SUMMARY OF FUNDRAISING AND DONATIONS 2019



Staff of Da Roberta's, Salthill, who named Ability West as their charity of choice in 2019, presenting a cheque to Michael Duke, Community Development Officer and Audrey Pidgeon, Interim CEO.

BRANCH FUNDRAISING	2019	2018
	€	€
Ballinasloe	2,060	2,167
Galway City	10,591	7,487
Glenamaddy	1,324	995
Headford/Caherlistrane	2,005	2,782
Killascobe	2,200	2,500
Killimor	3,000	4,000
Loughrea	—	1,961
Tuam	—	133
Total Branch Fundraising	21,180	22,025
Other Fundraising and Donations	129,721	148,161
Total Fundraising and Donations	150,901	170,186



Ability West was delighted to take delivery of a Citroen Picasso for use by the residents of our Riverside Apartments, Tuam. The purchase of this vehicle was made possible through the funds raised at the Ability West Fashion Show and was supplemented by funds from our capital programme.



Receiving a cheque for €500 as part of Aldi Ireland Community Grants Programme 2019. I-r: Zara Lydon, Aldi West City Centre, Galway, Paul Sellars, Edel Cunningham, St. Dymphna's, Audrey Pidgeon, Interim CEO, John Quinn, St. Dymphna's, Patricia Stanley, Clochan and Gerry Blake, St. Dymphna's.

AUDITED ACCOUNTS

The Company's Auditors, FCC Chartered Accountants and Registered Auditors, reported, without qualification, that the 2019 financial statements gave a true and fair view of the company's affairs and of its results for the year and were properly prepared in accordance with generally accepted accounting practice and the Companies Act 2014.

The audited accounts were approved at a meeting of the Board of Directors held on 27th April 2020 and were signed on behalf of the Board of Directors by Mr. Kevin Flavin and Mr. (Michael) Anthony O'Connor.

A full copy of the audited accounts 2019 is available on our website:
www.abilitywest.ie



Award Winning Employee Joe Starr receiving his Employee Award for '20 Years of Loyal Service to Tesco' in June 2019.



*Celebrating the International Day of Persons with Disabilities, 3 December.
l-r: Board Members Dermot O'Neill, Mick Finnerty and Frank O'Connell.*

ACKNOWLEDGEMENTS

Ability West would like to take this opportunity to sincerely thank the various individuals and organisations whose co-operation and support have been invaluable to the organisation. In particular, we would like to thank parents, carers, family members and service users for their ongoing assistance.

Thanks to:

- The Health Service Executive, HSE Staff and the Health Service Executive Corporate Employee Relations Services; Department of Education and Skills, Department of Social Protection, and Galway and Roscommon Education and Training Board.
- Staff Members in all our services
- Board Members, Branch Members and Volunteers
- Statutory, Non-Statutory and Voluntary Service Providers
- Galway Rural Development (GRD) Programme –
A number of our services availed of the GRD, Rural Social Scheme and TÚS Schemes in 2019. We are very grateful for the tremendous work the scheme participants do in our services.
- Galway City Council Community Enhancement Programme which funded new equipment in our Occupational Therapy Department.

In addition, we are deeply grateful to local community groups, businesses and individuals from across Galway City and County for their ongoing assistance and support in 2019; there are too many to name individually but we know who you are.



*Stephen Mitchell fulfilling one of his personal goals by attending The Late Late Show.
Pictured l-r: Stephen Mitchell, Ryan Tubridy, Anita O'Regan and Clara Kirrane Silke*



In September 2019 Liam Mannion and James Mannion visited the cobbles on Coronation Street with their Home Sharing Family, Josephine and Frank Geraghty.



Clifden Arts Week 2019. Criost Linn Service Users performing 'Moon Magic' in the Station House Theatre, Clifden.
Back row I-r: Mairead Heanue and Laura O Donovan. Front row I-r: Mary Joyce, John Conneely and Patrick Wallace



Celebrating International Day of Persons with Disabilities at the Farewell Party for Breda Crehan-Roche, Chief Executive
I-r: Mick Roche, Breda Crehan-Roche, Kieran Keon, Head of Social Work, Nicola Bradford, Manager, Snipe Resource Centre

Back Cover Photo: Mayor of Galway City, Cllr. Mike Cubbard joined staff, service users and friends in Croílar as part of Social Inclusion Week 2019.



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